

SHEENA LYLE, LCSW,
CCTP

“Not Another Crisis”: Practicing SAFER Self-Care

Learning Objectives

Learn

- Professionals will learn how to prioritize self-care as they intervene in crisis situations in a SAFER manner before, during, and after a crisis

Learn

- Professionals will learn how to uphold their ethical responsibility for professional competence, including cultural competence, when responding to clients in crisis situations

Learn

- Professionals will learn how to develop and maintain individualized self-care plans that create physical, mental, and emotional safety on a regular basis

CRISIS SCENARIO



<https://youtu.be/BEqt9sjAY7U>



This crisis is coming at the end of the day (4 pm) where professional has already had a full day with various client contacts;

What is SAFER?

Self-Aware

- Self-Awareness for Social Workers includes, but is not limited to, knowing the following and its significance in working with clients:
- YOUR ACE SCORE - 10 questions (1st 18 years of life); covers abuse, neglect, hallmark incidents
- YOUR RESILIENCE SCORE - 14 questions that assess protective actors
- COMPASSION FATIGUE - measures the cost of caring for traumatized people; 66 questions
- COMPASSION SATISFACTION - shows factors associated with compassion satisfaction, including emotional intelligence (EI), work autonomy, work-life balance

Flexible

- Social Workers must be flexible enough to multi-task and meet multiple needs and demands

Engaged

- Engages Social Workers are less likely to experience burnout and more likely to be satisfied

Resilient

- Social workers should reflect on transference, countertransference, and need for therapy for resilience

KAHOOT POLL

4 QUESTIONS

Practicing SAFER before the CRISIS

- ▶ Reflective Questions
 - ▶ Do I have an effective safety plan to put in place if this client becomes suicidal or unstable?
 - ▶ Have I assessed risk factors before meeting with this client including clients' risk factors, social workers' risk factors?
 - ▶ Do I feel I can be "present" with this client when the crisis is occurring at 4p?
 - ▶ What is the back-up plan if I cannot be "present" with this client?
 - ▶ Do I have any potential conflicts or distractions before responding to this crisis?
 - ▶ Other reflective questions

Practicing SAFER during the CRISIS

- ▶ Reflective Questions
 - ▶ What is my temperament? Do I feel calm?
 - ▶ Have I encouraged/guided the client to calming self?
 - ▶ What does my body language say? Facial expressions?
 - ▶ Can I effectively communicate useful information and solution-focused interventions in the moment (the crisis)?
 - ▶ Does the client feel we are working together?
 - ▶ Have I expressed empathic statements such as “I imagine this is difficult”
 - ▶ Does the client feel that I care?
 - ▶ Other reflective questions

Practicing SAFER after the CRISIS

- ▶ Reflective Questions
 - ▶ How engaged and alert was I when I responded to the crisis?
 - ▶ What am I most proud of in my crisis intervention?
 - ▶ What could I have done better in my crisis intervention
 - ▶ What were my “blind spots” during the crisis?
 - ▶ Should have asked for assistance from colleagues or supervisor, if applicable, during the crisis?
 - ▶ Did the client's heightened state negatively impact me or trigger me in any way?
 - ▶ Other reflective questions

Cultural Competence and Practicing SAFER

- ▶ Professional Competence – “Social workers practice within the areas of competence and develop and enhance their professional expertise” (Code of Ethics of the NASW)
 - Includes competence in education, training, license, certification, consultation received, supervised experience, relevant professional experience
 - **Includes cultural competence and demonstrating awareness of cultural humility, by engaging in critical self-reflection (understanding own bias and engaging in self-correction)**

Culture Competence and Cultural Humility

▶ <https://youtu.be/Jze6Hil5Syl>

Individualized Self-Care Plan

Components
of Self-Care
Plan to build
a resilient
professional:

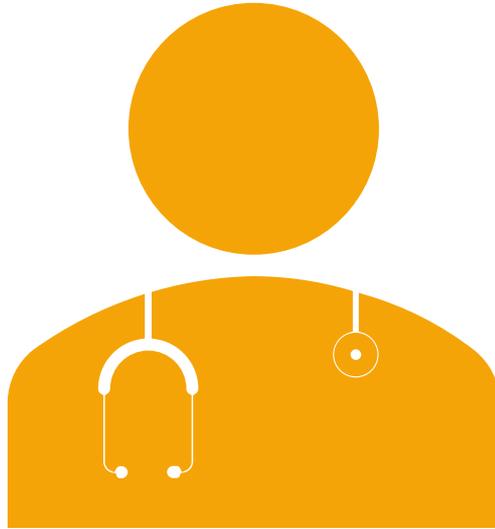
11

Define how stress affects you
(physical, mental, emotional,
behavioral)

Causes of your stress – be
specific; define work versus
personal

Identify how you typically
manage stress – healthy and
unhealthy

Define self-care strategies and
activities



SUN-Self-care-Plan.pdf

Individualized Self-Care Plan Example



Thank
you for
your
time

THANK YOU FOR YOUR
COMMITMENT TO THE
CLIENTS WE SERVICE

SHEENA LYLE, LCSW, CCTP